



- Current
- Proposed

Civil Service Classification: Associate Governmental Programs Analyst
Working Title: Associate Governmental Programs Analyst
Division Branch Name: Office of State Long-Term Care Ombudsman
Incumbent: Vacant
Position Number: 797-540-5393-703
Effective Date:
Conflict of Interest (COI): Y
FLSA Status: Non-Exempt
CBID: R01
Tenure: Permanent
Time Base: Full Time

You are a valued member of the department's team. All CDA employees are expected to work collaboratively with internal and external stakeholders to enable the department to provide the highest level of service possible. Your efforts to treat others fairly, honestly, and with respect are important to everyone who works with you. We value diversity at CDA and we strive to achieve equity and inclusion in the workplace for all employees. We believe that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base.

DESCRIPTION:

The Long-Term Care (LTC) Ombudsman Program advocates for the dignity, quality of life, and quality of care of all residents who live in LTC facilities, including skilled nursing facilities, intermediate care facilities, and residential care facilities for the elderly. Under direction of the Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) is the first point of contact and provides guidance, oversight, and monitoring to support LTC Ombudsman staff and volunteers who receive, investigate, and resolve complaints made by, or on behalf of, LTC facility residents. This position also serves as the Subject Matter Expert (SME) for LTC Ombudsman training conferences. The analyst must have high levels of analytical, written, and oral communication skills. The AGPA travels as necessary to conduct site visits, providing training, and technical assistance to local programs.

ESSENTIAL JOB FUNCTIONS:

40% Oversight of Local Long-Term Care Ombudsman Programs

Monitors local LTC Ombudsman program activities provided directly by Area Agencies on Aging (AAA) and through subcontractors to ensure Ombudsman services are delivered in compliance with

federal and state laws, regulations, and policies. Conducts complex desk reviews of program and highly sensitive fiscal data such as organizational charts, budget expenditures, purchase requests, and Ombudsman Data Integration Network (ODIN) database, to ensure compliance. Reviews AAA monitoring reports and self-assessments of local LTC Ombudsman programs to identify and support areas of strengths and weaknesses to continuously improve the quality of services provided to residents of LTC and other stakeholders. Travels to local onsite LTC Ombudsman programs to conduct follow-up meetings, monitor program operations and conduct Quality Review to ensure operations meet standards.

Provides technical assistance, guidance, consultation, and recommendations verbally and/or in writing, to local LTC Ombudsman programs on a variety of subjects including, but not limited to: 1) complaint investigation, including case conferencing on complex cases; 2) interpretations of law, regulations, policies, and standard development of community resources; 3) relations with LTC providers and licensing and enforcement agencies; 4) case documentation including training; 5) office management; 6) budget development; and 7) volunteer recruitment and retention. Assists in the receipt, response and resolution of issues identified through CrisisLine reports per WIC 9726.

Develops and maintains cooperative and productive relationships with local LTC Ombudsman programs and stakeholders to ensure that consistent and effective services are provided to residents of LTC. Provides consultation to LTC residents, their family members, other representatives, facility staff, and the general public on issues such as Ombudsman services, residents' rights, complaints and grievances. Prepares letters, controlled correspondence, and other documents in response to communications received by OSLTCO. Documents activities and enters data into ODIN per the National Ombudsman Reporting System.

30% Training (responsibility for conference planning and assisting with other training)

In collaboration with OSLTCO Training Team, designs and develops training opportunities for local LTC Ombudsman program coordinators, and/or other representatives required for certification and recertification. Advises and recommends content for presentations that are based on research of national, state and local issues and input from program stakeholders. Reviews and evaluates presentation materials before delivery and develops Statement of Work for speaker contracts. Coordinates other training and makes recommendations on training products and delivery methods. Responsible for the operational and logistical aspects of coordinating two annual training conferences for local LTC Ombudsman program coordinators. These specific tasks include but are not limited to: researching and identifying conference themes, workshop topics, and workshop presenters; analyzes and reviews proposed contracts and works with Business Management Bureau (BMB), and conference facility staff to finalize contracts. Coordinates presentations and associated handout materials; communicates with local attendees; tracks training attendance, captures and analyzes feedback for management, prepares conference evaluation materials and reviews evaluations.

20% Administrative Duties

Conducts complex and sensitive administrative activities, including monthly data reports; reviews LTC Ombudsman program sections of AAA Area Plans; responds to requests for information and activities from other CDA teams; reviews and responds to administrative e-mail; reads reference material; responds to requests for information and analysis from senior management; and participates in meetings for planning, decision-making and information sharing.

Monitors and analyzes proposed State, federal, and local laws, regulations, and policies that could impact LTC facility residents, the LTC Ombudsman program, LTC facilities, CDA, and other State

agencies. Monitors and participates in the implementation of legislation and regulations, as required to ensure implementation of changes statewide.

Acts as a liaison, coordinating issues related to LTC residents between OSLTCO and other State, local and federal agencies, commissions, and AAAs. Serves on committees with representatives of various groups and makes recommendations on issues involving elderly and dependent adults.

5% Data and Reporting

Oversees the collections and validations of data generated by the local LTC Ombudsman programs and Area Agencies on Aging (AAA) related to LTC Ombudsman program services, such as National Ombudsman Reporting System (NORS) to ensure timeliness and accuracy of data reporting. Analyzes effectiveness of the ODIN in collecting and reporting data needed by the OSLTCO and local LTC Ombudsman programs. Identifies issues and proposes improvements. Provides training to assist local LTC Ombudsman programs in maintaining accurate data.

MARGINAL JOB FUNCTIONS:

5% Performs other duties as assigned.

TRAVEL: Statewide travel is required up to 5% of the time.

TYPICAL WORKING CONDITIONS:

The physical work location of the position is designated at the department's headquarters location, a three-story building and standard office modular workspace located in Natomas. The duties of the position require sitting for long periods of time while using a personal computer, reviewing documents, and attending meetings whether they are digital (i.e., Zoom, WebEx, MS Teams, etc.) or in person.

EQUAL EMPLOYMENT OPPORTUNITY:

The California Department of Aging is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is the policy of CDA to provide equal employment opportunity to all employees and applicants; those employees have the right to work in an environment free from discrimination; those consumers have the right to receive services free from discrimination in compliance with local, state, and federal laws.

To be reviewed and signed by the supervisor and employee:

SUPERVISOR'S STATEMENT:

- I have discussed the duties and responsibilities of the position with the employee.
- I have signed and received a copy of the duty statement.

Supervisor's Signature and Date

Supervisor's Name and Title

EMPLOYEE'S STATEMENT:

- I have discussed the duties and responsibilities of the position with my supervisor.
- I have signed and received a copy of the duty statement.
- I am able to perform the essential functions listed with or without reasonable accommodation (if you believe reasonable accommodation is necessary, discuss your concerns with your supervisor. If unsure of a need for reasonable accommodation, inform your supervisor who will discuss your concerns with Human Resources.)
- I understand that I may be asked to perform other duties as assigned within my current classification, including work in other functional areas as business needs require.

Employee's Signature and Date

HUMAN RESOURCES BRANCH USE ONLY:

- Duties meet class specification and allocation guidelines.
- Exceptional allocation, STD 625 on file.

Analyst initials: TB Date Approved: 11/15/2024

Revision Date (if applicable): _____